DMEPOS/Home Medical Equipment
Document Request List

Note: This is a guideline. Additional information, including State-specific requirements (as applicable), may be requested at any time during the site visit.

*Denotes policies/documents to be provided within first 2 hrs of site visitor arrival unless otherwise noted.

Standard(S)	Item	Comment(s)	Present
General Documents and Information			
AM.5	*Scope of products and services	Identifies the services/products available to patients.	☐
NA	*Set-ups within last 12 months	Identifies the patient/equipment set-up in the last 12 months.	☐
NA	*Current Daily Delivery/Visit Schedule	Includes the deliveries/follow-up visits/patient set-ups/maintenance scheduled for that day.	
NA	List of Personnel Active/Termed	Include DOH, Position/Discipline	☐
AM.2	All contracts	Includes services the organization contracts out.	☐
CC.1 SS.8 SS.10 SS.11 SS.12 EM.4 RE.10 RE.11 RE.12 RE.13 RE.14 WC.9 WC.11 WC.12 PO.14 PO.15 PO.17 PO.18	*Patient Admission Folder	A sample of the patient admission folder including all documents/resources provided to the patient. Includes: patient rights; language specific documents; training documents; home safety assessment; emergency management.	☐
Quality Documents			
PI.1 PI.2 PI.3 PI.4	Performance Management Plan	Includes all required elements of the standards.	☐
CC.1 AM.3 RE.1	On-call logs	Includes documentation of calls/services provided after hours.	☐

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CC.3	Complaint Logs		☐
CC.4	Incident Logs		☐

Policies and Procedures

CC.1 CC.2 PS.1 PS.2 PS.3 IC.1 IC.3 EM.1 EM.2 PI.1 AM.7 AM.10 AM.11 AM.13 CP.1	**Refer to CHAP DME/HME Policy Checklist for a complete list of required policies.** Includes Policies/Manual(s): • Service Specific Policies • Human resources • Administrative • Operational • Clinical • Compliance Program	Includes but not limited to: ☐ *Policy and Procedure Index ☐ Patient Rights ☐ Unable to Provide Prescribed Equipment ☐ Safety Plan/Program ☐ Product Identification/Monitoring/Reporting Plan ☐ Infection Control policies – Including TB policy ☐ Emergency Management Plan ☐ Performance Management Plan ☐ Standards of Conduct ☐ Staff Qualifications/Training ☐ Conditions of Employment ☐ Competency ☐ Health Reports ☐ Background Checks ☐ Scope of Practice ☐ Maintenance of Personnel Records ☐ Patient Record Access/Use/Security ☐ Compliance Program Note: Additional policies as requested	☐

Governance and Financial Documents

AM.2	CMS 855S	Most recent 855S or revalidation documents.	☐
AM.2	Organizational chart	Includes list of governing body members.	☐
AM.8 AM.9	Financial Records	Accurate accounting and billing. Reflect cash or accrual-based accounting. Track revenue and expense.	☐
AM.9	Account Management Records	Link charges to patient equipment.	☐

Operational Documents

AM.6	Licenses and Permits	Includes licenses, certificates and/or permits to operate per local, state and federal law	☐
SS.12 AM.5 RE.10 RE.11 RE.13	Manufacturer's manuals and warranties	Includes manuals and warranties for applicable equipment	☐

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WC.9 WC.12 PO.8 PO.14 PO.17			
AM.3 AM.10	Job Descriptions	Include staff qualifications, training, certification, licensure, and continuing education	☐
AM.11 RE.5 RE.11 RE.12 PO.10 PO.23 WC.5 WC.14 WC.15 WC.16	Staff orientation and training Staff competency Verification of licensure/certification Health reports Background checks		☐
EM.1 EM.2	Emergency Preparedness Plan	<u>All</u> elements of the standard <u>including:</u> Plan, Policies and procedures, communication, training and testing, implementation	☐
CP. 1-CP. 8 AM.7	Compliance Program	Documentation includes: Staff education, Standards of conduct, review of the compliance program, evidence of monitoring and reporting, education, applicable policies/processes.	☐
CMS Supplier Standards			
AM.2	CMS application/enrollment forms	A completed application to CMS including enrollment forms	☐
AM.2	State license, as applicable		☐
AM.2	Comprehensive liability insurance policy	At least $300,000 that covers both the supplier's place of business and all customers and employees. For manufacturer's, also include product liability and completed operations.	☐
AM.2	CMS Supplier Standards	Supplier Standards must be disclosed to each Medicare beneficiary	☐
AM.2	Complaint Resolution Protocol		☐
AM.2	Surety bond	From an authorized surety of $50,000 effective on the date that the application was submitted. Liability coverage ($50,000 and surety).	☐

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Note:
1. The Site Visitor will need an *organization computer* with read-only **access to the EMR**.
2. Please tell all clinicians to **wait for the Site Visitor before entering the home** for home visits.